Application/Control Number: 10/614,483

Art Unit: 3624

This Abstract will replace all prior versions and Abstracts in the instant application.

ABSTRACT

The present invention relates to a method for workforce scheduling in which workload and workload types vary during scheduling period. The method acquires agent and skill requirements for all periods and contact types; acquires the contact center information including agent skill groups, agent work groups, tour and shift scheduling rules, agent availability, objective criterion to be optimized and its parameters; develops a Mixed Integer Linear Programming (MILP) model for the scheduling environment; applies an optimization algorithm that uses the Branch and Bound algorithm and a Rounding Algorithm to improve performance; and locates a global optimal or near optimal workforce schedule in total cost or paid time or agent satisfaction. Detailed schedules may be developed by assigning daily shifts to work patterns, and breaks scheduled to daily shifts.